
Introduction

Automatic Call Distribution (ACD) is an optional feature. The ACD feature allows a large volume of calls to the same directory number (called the ACD DN) to be answered by a group of ACD assigned telephones. Calls are served on a first-in, first-out basis and are distributed among the available telephones (called agent positions) such that the agent position that has been idle the longest is given the first call. This guarantees that the incoming calls are distributed equally to all agents.

Document overview

The following list identifies the different ACD packages available:

- Base ACD (BACD) package 40
- ACD basic features (ACD-A) package 45
- ACD advanced features (ACD-B) package 41
- ACD management reports (ACD-C1) package 42
- ACD load management commands (ACD-C2) package 43
- ACD auxiliary processor (ACD-D) package 50/51

Allowable package combinations are A, A+B, A+B+C1, and A+B+C1+C2. Package D replaces package C1 and provides all of the features of packages A, B, and C2.

This document describes the ACD basic and advanced features packages. The ACD basic features package includes the following:

- Agent features
 - Call Source Identification
 - Calls Waiting Indication
 - Directory Number key
 - Display Waiting Calls key
 - In-Calls key
 - Log In
 - Make Set Busy key
 - Night Mode
 - Not Ready key
 - Release key
- Supervisor features
 - Agent lamps
 - Not Ready key
 - Display Agents key
 - Display Waiting Calls key

— System features

- ACD-CDR Connection Record
- Alternate Call
- Alternate Call Answer
- In-Band ANI (IANI)
- Incoming Trunk restrictions
- Music On Hold
- Night Call Forward (NCFW)
- Night Treatment
- Priority Trunks
- Recorded Announcement

The ACD advanced features package includes the following:

— Agent features

- Agent and Supervisor communication
- Calls Waiting Indication
- Emergency key
- ACD Threshold Visual Indication

— Supervisor features

- Agent key
- Agent lamp
- Agent Observe
- Display Waiting Calls (DWC) key
- Interflow key
- Supervisor and Agent communication
- Supervisor Control of Night Service (NSVC)

— System features

- ACD Answering Time in Night Service
- ACD Call Waiting Thresholds
- ACD Least Call Queuing
- ACD Night Call Forward without Disconnect Supervision
- Automatic Overflow
- Call Forcing
- Call Interflow
- Customer Controlled Routing (CCR)
- Dialed Number Identification Service (DNIS), including the following:
 - DNIS Across Call Modifications
 - DNIS on CDR
 - Name Display for DNIS
 - Routing by DNIS number
- Enhanced ACD Routing
- Enhanced Overflow
- Hold in Queue for Interactive Voice Response
- Music on Delay
- Priority Agents
- Secondary DN Call Blocking (SDNB)
- Supervisor Control of Queue Size
- Time Overflow (TOF) queuing

Some of the above features are optional features and depend on certain packages for support and operation. Refer to the Features and software options chart in *X11 features and services*.

Music On Hold is available as a separate option. ACD/CDR Connection is bundled with every basic package.

Other documentation

Some ACD systems use an Auxiliary Data System (ADS) that requires additional hardware. Customers with ACD-D software for Auxiliary Data Systems (ACD/ADS) should also refer to the ACD-D documents listed below:

- *Automatic Call Distribution ACD management reports* (553-2671-112)
- *Application Equipment Module installation guide* (553-3201-200)
- *Meridian MAX Master Index* (553-4001-002)
- *Meridian MAX 3.3-AM Installation* (553-4001-101)
- *Meridian MAX 3.3-AM System Message* (553-4001-801)
- *Meridian MAX 3.3-AM Overview* (553-4001-901)
- *Meridian MAX 3.3 Supervisor's User Guide*